Summary of ITS Services

Hosting Services provides the servers and support resources to allow an agency to run business applications and systems through a reliable, monitored, secure and managed IT server solution. The hosting services solution also includes agencies file, print and directory service support which provides the agency the ability to log into the network and share data and resources. This support is available to all agencies that have a local area network (LAN) consisting of communication products linked together with state standard wiring, switches, and network operating systems.

Desktop Services was created in July, 2006 to introduce a managed desktop service based on industry best practices to reduce costs and increase the effectiveness and efficiency of the client computing environment. Only basic services are available currently; a more comprehensive managed service offering is currently under development.

Current services include:
- Procurement, delivery, installation and configuration of client computing hardware and software
- Break/fix service for existing desktops, laptops, and printers
- Level 1 and 2 end-user technical support; Coordination of Level 3 support with external vendors
- Installs/Moves/Adds/Changes (IMACs) of client computing equipment
- Anti-Virus and personal firewall protection
- User ID provisioning and administration

Future services will provide a full life-cycle management approach, including:
- 4-year hardware refreshes of desktop and laptop equipment
- Managed output (printer) service.
- Standard desktop image consisting of:
    - Operating System
    - Office Productivity Software
    - Basic utility applications
    - Anti-virus, firewall, and malware protection
    - Pertinent data security measures
    - Release management services (to ensure consistency and currency across the entire operating environment)
- Automated device and software inventory collection/reporting
- Software license management and compliance verification
- Automated patch management
- Ad hoc software distribution
- Self-help backup/recovery solution
- Remote control/support capability

<u>Summary of ITS Services</u>

<u>Local Area Network Services</u> provides local area infrastructure within a building or campus environment enabling data communication among local computing and printing resources within your organization. These services will support the infrastructure components and resources beginning where the PC connects into a wall plate. They include all cabling, equipment and services as well as technology refreshes, maintenance, configurations, administration and support of network infrastructure in an agency.

<u>Information Security Consulting and Support Services</u> are offered to help state agencies safeguard citizens data and meet the requirements of the security standards legislation, **N.C.G.S. § 147-33.110-33.113 and N.C.G.S. § 147-33.72c** and other legal and regulatory requirements. These proactive services support agency efforts to implement a quality information security program. Services include security consulting and support to help the agency identify and mitigate security risks; statewide and agency level standards, policy and procedures development and integration; security training and awareness activities; research, planning, project review and support. Using these services enables an agency to be an active participant in the integration of agency level and state level security processes. The agency benefits from using a standards based approach to risk management and gains an increased understanding and awareness of information security matters that will improve an agency's security posture.

<u>Information Security Threat Management and Incident Response Services</u> support agency efforts to implement an information security program by enabling an agency to quickly react to real and potential cyber security incidents. Services include security consulting, training, and support to help the agency identify and mitigate security risks by defining, implementing, testing, and maintaining a cyber security incident plan for its automated business systems.   The agency benefits from the integration of the statewide and agency level cyber security incident plans. The North Carolina Information Sharing and Analysis Center, NCISAC, operated by the ITS Information Security Office, ISO, is part of the Multi State Information Sharing and Analysis Center, MSISAC, formed by the network of such centers in each state and in the Federal Department Of Homeland Security. These centers share and distribute cyber information on cyber security vulnerabilities, threats, warnings and risk mitigation measures to all participants. This makes some of the best and most timely cyber security information available to the agency. Using these services enables an agency to be an active participant in the integration of agency, state and national level security cyber security incident and threat management processes. The agency benefits from an informed approach to threat management and gains an increased understanding and awareness of information security vulnerabilities that improves an agency's overall

<u>Infrastructure Security Services</u> are part of the entire in-depth, multi-layered security service offered by the Office of Information Technology Services (ITS). Infrastructure Security Services support secure operation of the states IT infrastructure including Network Security Services, WAN/MAN Security Services, Wireless Security Services,

Summary of ITS Services

Remote Access Security Services, Hosting Security Services, and Application Security Services and process/procedural evaluations to ensure ITS services are compliant to State security standards legislation and other legal and regulatory requirements.

The ITS Customer Support Center (CSC) is committed to providing excellent customer service with the goal of restoring service to the customer as quickly as possible with minimal impact on the customer and the customer's work. In addition, the CSC works with Information Technology Services (ITS) staff and processes where necessary to resolve issues for customers. It also communicates with customers about events that impact services. The CSC resolves as many calls as possible within the CSC and escalates those tickets when appropriate. All ITS tickets are tracked throughout their lifecycle to ensure appropriate monitoring, communication, and notifications. In addition, the Customer Support Center sends notifications to customers about impending customer changes that may impact the customer's operations as well as outages or service degradations. The CSC is the single point of contact for reporting all incidents to ITS.

Business Relationship Management - Manage the business relationships between ITS and our agency customers. The service is responsible for helping align IT services with the business needs of state government. The service includes:
-        Working with agency senior management to help align technology needs to business plans
-        Meeting with diverse agency customers, including IT and non-IT staff to understand the agency's missions and goals and to discuss how IT can support those goals
-        Maintaining accountability and responsibility for Service Level Management between customers and ITS
-        Working with ITS staff to help them better understand the business impact of technology and technology decisions
-        Helping customers navigate within ITS should the need arise
-        Understand and explain ITS services and the benefit they bring to state government.